

**Jefferson County Position  
Description****Name:****Department:** Human Services**Division:** Behavioral Health**Position Title:** Community Support Professional I**Pay Grade:** 7**FLSA:** non-exempt**Date****Reports To:** Community Support Program Manager

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**Purpose of Position**

The purpose of this position is to provide symptom management, group activities clinical assessment, treatment planning, and case management to adults, adolescents, and children with severe and persistent mental illness for the Community Support Program (CSP).

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Provides community-based symptom management services, facilitates individual and group activities, and monitors client symptoms.
- Completes clinical assessments of client condition, ie: initial treatment plan; reviews; and Suicide Risk, AODA, Functional and Emergency mental health assessments.
- Develops treatment plans including quantifiable and measurable goal achievement.
- Provides case management services by utilizing community resources to coordinate care and treatment including crisis intervention, advocacy, and alternative housing/care.
- Provides clients with rehabilitation services and ongoing assessments regarding social, life, and parenting skills; medical/mental health; and personal development through coaching, education, and intervention.
- Serves as liaison between client and health providers regarding medications and care.
- Demonstrates dependable attendance; coaches consumers with follow through for DBT, medication management, depression, social skills, family psycho education, AODA, seeking safety, illness management and recovery, and WRAP.
- Provides crisis services to participants of CSP during regular working hours.
- Assists with consumer council and conducts group activities
- Practices competent motivational techniques, if applicable.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.
- Demonstrates dependable attendance.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Mentors new staff to the CSP program.
- Identifies, develops, and assists in implementing internal procedural modifications to improve effectiveness of CSP services.
- Facilitates Consumer Council meetings and coordinates CSP activities and fundraisers.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree from a college or university in Behavioral Science, Social Work, or closely related field

**Preferred Training and Experience Required to Perform Essential Job Functions**

Master's degree from a college or university plus two years of experience; or equivalent combination of education and experience.

**Other Requirements – Certificates/Licensures**

Valid driver's license.

**Knowledge, Skills, Abilities**

- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to make assessments and provide or refer for appropriate treatment.
- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to utilize advisory and design data and information such as medical assistance manuals, Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.
- Ability to communicate verbally and in writing with supervisors, clients, clients' families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- Ability to counsel and treat clients and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients. Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of the laws, regulations, and practices pertaining to DHS 63.
- Knowledge of psychotropic medications, their effect, side effects, and abuse potential.
- Knowledge of assessment and treatment of persons whom have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them.
- Knowledge of personality disorders and strategies for treatment.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Skill using Cognitive Behavioral Therapy with clients individually or in a group setting.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

**Supervision**

None.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

\_\_\_\_\_  
Supervisor\_\_\_\_\_  
Date\_\_\_\_\_  
Human Resources\_\_\_\_\_  
Date

\_\_\_\_\_

\_\_\_\_\_

**Jefferson County  
Position Description**

**Name:** \_\_\_\_\_ **Department:** Human Services  
**Division:** Behavioral Health

**Position Title:** Community Support Professional II **Pay Grade:** 9 **FLSA:** Non-exempt

**Date:** \_\_\_\_\_ **Reports To:** Community Support Program Manager

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**Purpose of Position**

The purpose of this position is to provide psychotherapy, clinical assessment, treatment planning, and case management to adults, adolescents, and children with severe and persistent mental illness for the Community Support Program (CSP).

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Provides community-based symptom management services, facilitates individual and group activities, and monitors client symptoms.
- Completes clinical assessments of client condition, ie: initial treatment plan; reviews; and Suicide Risk, AODA, Functional and Emergency mental health assessments.
- Develops treatment plans including quantifiable and measurable goal achievement.
- Provides case management services by utilizing community resources to coordinate care and treatment including crisis intervention, advocacy, and alternative housing/care.
- Provides clients with rehabilitation services and ongoing assessments regarding social, life, and parenting skills; medical/mental health; and personal development through coaching, education, and intervention.
- Serves as liaison between client and health providers regarding medications and care.
- Coaches consumers with follow through for DBT, medication management, depression, social skills, family psycho education, AODA, seeking safety, illness management and recovery, and WRAP.
- Provides crisis services to participants of CSP during regular working hours.
- Practices competent motivational techniques, if applicable.
- Monitors the LCSW credentialing process according to State regulations.
- Supervises MSW interns.
- Assists with consumer council and conducts group activities
- Supports and enhances a trauma-informed care environment
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.
- Demonstrates dependable attendance.
- Practices competent motivational interviewing techniques, if applicable.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Mentors new staff to the CSP program.
- Identifies, develops, and assists in implementing internal procedural modifications to improve effectiveness of CSP services.
- Facilitates Consumer Council meetings and coordinates CSP activities and fundraisers.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Master's Degree in Social Work or Master's Degree in Counseling and related experience.

**Preferred Training and Experience Required to Perform Essential Job Functions**

Master's Degree in Social Work or Master's Degree in Counseling and one year related experience.

**Other Requirements – Certificates/Licensures**

Valid driver's license.

Licensed Social Worker through the State of Wisconsin.

Substance Abuse Counseling preferred.

**Knowledge, Skills, Abilities**

- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Ability to make assessments and provide or refer for appropriate treatment.
- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to utilize advisory and design data and information such as medical assistance manuals,

Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.

- Ability to communicate verbally and in writing with supervisors, clients, clients' families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- Ability to counsel and treat clients and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Ability to embrace and nurture a person-centered, trauma-informed, recovery-oriented framework and culture for service delivery.
- Knowledge of assessment and treatment of persons whom have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them.
- Knowledge of personality disorders and strategies for treatment.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of the laws, regulations and practices pertaining to DHS 63.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill using Cognitive Behavioral Therapy with clients individually or in a group setting.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

### **Supervision**

None.

### **Physical Demands**

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While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposure to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

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Supervisor

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Date

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Human Resources

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Date